

COVID-19 Vaccine Patient Hesitancy

Medical Staff Scripting



Given the rapid development of the COVID-19 vaccines, and a general mistrust within communities of racial and ethnic minorities based on historical and present-day inequities in healthcare, patient questions about getting vaccinated are reasonable and to be expected. Main Line Health understands these concerns and aims to put patients at greater ease by sharing fact-based information.

Each of you serve as a trusted source of information for your patients. When it comes to the COVID-19 vaccines, sometimes, patients simply want to hear *your answers* to their questions. This document, intended for internal use, provides guidance in how to respond to many of the questions you may receive.

1. Potential Patient Question:

The vaccines for COVID-19 were developed very quickly. How do we really know if these vaccines are safe?

Scripted Guidance:

While the accelerated timeline is unprecedented, the safety of the COVID-19 vaccines, and any vaccine, is always a top priority.

The development of the COVID-19 vaccines began at the very start of the pandemic, with the goal of making these vaccines available as soon as possible. Still, potential vaccines for any disease must go through a rigorous approval process prior to receiving emergency use authorization from the U.S. Food and Drug Administration (FDA). While the COVID-19 vaccines have been developed in record time, they have been subjected to the same rigorous process. In addition, all of the safety data from the clinical trials were thoroughly reviewed by the Advisory Committee on Immunization Practices (ACIP) before recommending the COVID-19 vaccines for use.

The COVID-19 vaccines were tested in large clinical trials to ensure they meet every safety standard. Tens of thousands of people of different ages, races and ethnicities, as well as those with various medical conditions, volunteered to participate in the trials. The findings clearly demonstrate that the benefits of getting vaccinated far outweigh the potential harm that can occur if you become infected with the virus.

The FDA, as well as the U.S. Centers for Disease Control (CDC), continue to monitor the safety of the COVID-19 vaccines, and will do so on an ongoing basis.

2. Potential Patient Question:

Is it better to have natural immunity as a result of getting COVID-19 than it is to get immunity from a vaccine?

Scripted Guidance:

Getting a COVID-19 vaccine is a safer choice. Both this disease and the vaccine are new, so we do not yet know exactly how long protection lasts for those who get infected or those who get vaccinated. What we do know is that COVID-19 has caused very serious illness and death for many people who contract it. And if you get COVID-19, you also risk giving it to loved ones who may get very sick, even if you do not. The disease can also lead to long-term health issues after recovery, even when symptoms are mild. The Pfizer and Moderna vaccines are shown to be 95% effective and 94.5% effective, respectively. These vaccines are the best way to protect ourselves and our loved ones from COVID-19.

3. Potential Patient Question:

What are the side effects from the vaccine? Will it make me sick?

Scripted Guidance:

Most people do not have serious issues after being vaccinated. The immediate side effects are temporary. They can include pain and redness at the injection site, fever, headache, fatigue, and joint and muscle pain. These side effects are a sign that your immune system is doing exactly what it is supposed to do — working to build up protection to disease. Any symptoms typically go away on their own within a week. If your symptoms remain, please follow up with us.

4. Potential Patient Question:

Are there any long-term side effects? Can these vaccines cause problems we do not know about yet?

Scripted Guidance:



Because the COVID-19 vaccines are new, it will take some time before we learn about any possible rare or long-term side effects. The FDA and the CDC will continuously monitor the safety of these vaccines on an ongoing basis. If a safety issue is detected, immediate action will be taken. Based on everything we know, the potential risks of contracting COVID-19 are far greater than those associated with getting the vaccine.

5. Potential Patient Question:

How many shots do I need of the vaccine, and why?

Scripted Guidance:

The two vaccines currently approved in the U.S., developed by Pfizer and Moderna, require two shots. The first shot primes the immune system, helping it to recognize the virus. The second shot strengthens the immune response. To receive the most protection provided by the vaccine, everyone needs to come back in a period of weeks for the second shot. If possible, try to schedule your second shot after you receive your first dose.

6. Potential Patient Question:

How long will the protection I get from the vaccine last?

Scripted Guidance:

We do not yet know exactly how long protection from the vaccine will last. This will take time to learn, and will be closely monitored by the FDA and CDC to make this determination. We do know the vaccine is the best way to protect you and your loved ones from COVID-19 for some time.

7. Potential Patient Question:

Can I get COVID-19 from taking the vaccine?

Scripted Guidance:

It is not possible to get COVID-19 from the vaccine. The two vaccines available now, from Pfizer and Moderna, use only a gene from the virus, not a live virus. The other vaccines currently in clinical trials use inactivated virus. So, because there is



not a live virus used in any of the vaccines, they cannot cause COVID-19.

8. Potential Patient Question:

If I get the vaccine, will I shed the virus and infect my family members with COVID-19?

Scripted Guidance:

There is no risk of infecting anyone around you as a result of getting vaccinated. These vaccines do not contain a live virus, so they cannot shed. Following your vaccination, you will not need to quarantine from your loved ones.

9. Potential Patient Question:

Once I have had the vaccine, can I stop concerning myself with mask-wearing, handwashing, and social distancing?

Scripted Guidance:

The vaccine is not a perfect fix, but it is an essential tool in the fight against COVID-19. You need to continue practicing other precautions like wearing a mask, social distancing, handwashing and other hygiene measures, until public health officials say otherwise. While the vaccines are approximately 95% effective, you can still contract COVID-19 and you can still transmit it to others, even if you are vaccinated.

10. Potential Patient Question:

Will getting the vaccine cause me to test positive in a COVID-19 test?

Scripted Guidance:

No. These vaccines will not cause you to test positive on viral tests, which are used to determine if you are infected with COVID-19. As your body develops immunity, which is the goal of getting vaccinated, it is likely you will test positive on some antibody tests. Antibody tests indicate you were either previously infected with COVID-19, or you have been vaccinated, and you now have some level of protection against the virus.



11. Potential Patient Question:

Were any people of color involved in the vaccine trials?

Scripted Guidance:

Yes. There was a diverse group of patients participating in both the Pfizer and Moderna clinical trials in terms of color, gender, and age.

In the Pfizer trial, 42% of participants around the world, and 30% in the U.S., represent diverse backgrounds. More than 45,000 volunteers across six countries were involved. Worldwide, 26% are Hispanic/Latina, 10% are Black, and 5% are Asian. In the U.S. specifically, 13% are Hispanic/Latina; 10% are Black, and 6% are Asian.

In the Moderna trial, 37% of the 30,000 people who volunteered to participate represent communities of color, a percentage similar to the diversity of the U.S. population. Of that 37%, 20% are Hispanic/Latina, 10% are Black, and 4% are Asian. That equates to more than 6,000 Hispanic/Latina volunteers and more than 3,000 Black volunteers who were involved in this trial.

12. Potential Patient Question:

Am I being treated by healthcare staff who've been vaccinated?

Scripted Guidance:

I understand your fear and concern related to COVID-19. While it is against our staff assignment policy to allow patients to select their caregiver based on COVID-19 vaccination status, I assure you that MLH and our affiliate schools have been provided training and PPE resources to keep you and all our patients as safe as possible. While the COVID-19 vaccine is 95% effective in preventing and lessening the severity of COVID-19 illness, we still don't know if it prevents transmission of infection to other people. As a result, everyone in our organization, including our student population, will continue to use appropriate PPE for patient safety. Please know we will continue to do everything possible to ensure your safety.

13. Potential Patient Question:

Does MLH plan to distribute the Johnson and Johnson COVID-19 vaccine if it receives emergency use authorization? If yes, how will you determine who receives it given its efficacy as compared to the Moderna and Pfizer vaccines?

Scripted Guidance:



The Johnson and Johnson COVID-19 vaccine is likely to be evaluated by the FDA this month. If this vaccine receives an Emergency Use Authorization, just as the Pfizer and Moderna vaccines have, it's distribution will be determined by the PA Department of Health. If Main Line Health receives a supply of this vaccine, we will make it available in an equitable fashion following the guidelines approved by the FDA, the CDC and the Advisory Committee on Immunizations Practices.



You've received your COVID-19 vaccine. Now what?



Getting vaccinated adds one more layer of protection for you, your coworkers, your family, and your loved ones. While the COVID-19 vaccine is 95% effective in preventing and lessening the severity of COVID-19 illness, we still don't know if it prevents transmission of infection to other people. So, while vaccination may keep you safe from getting COVID-19, it may be possible for you to spread the infection if you're exposed.

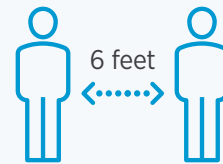
Given that, please continue to:



Follow CDC, state and local travel guidelines



Practice masking



Practice social distancing



Practice handwashing



Avoid crowds

We all play a part in the effort to end the pandemic, and you are key. If you have questions about COVID-19 vaccine, visit CDC's FAQs web page: [cdc.gov/coronavirus/2019-ncov/vaccines/faq.html](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/faq.html) or [mainlinehealth.org/covid19](https://www.mainlinehealth.org/covid19)

COVID-19 Vaccine Facts



Why should I get the COVID-19 vaccine?

The vaccine works with your immune system so your body will be ready to fight the virus if you are exposed. Other steps, like covering your mouth and nose with a mask and staying at least six feet away from others, also help reduce your chance of being exposed to the virus and spreading it to others. **Together, COVID-19 vaccination and following recommendations from the Center for Disease Control and Prevention's (CDC) will offer the best protection from COVID-19.**

Can I get COVID-19 from the vaccine?

No. None of the currently authorized COVID-19 vaccines contain the live virus that causes COVID-19. This means that a COVID-19 vaccine cannot make you sick with COVID-19.

This vaccine was developed so quickly. How can I be sure it is safe?

Current versions of the vaccines have been deemed safe and effective by the Food and Drug Administration (FDA). These vaccines were developed more quickly because resources were made available to expedite research and development, but it was produced in accordance with the same safety and effectiveness standards as all other vaccines in the United States.

The FDA continues to monitor any side effects of the vaccine as more people receive it.

I'm hearing about vaccine side effects like pain or a fever. Are these common?

A small percentage of people will experience side effects. The side effects are a sign that your immune system is working with the vaccine as intended.

Some people will experience pain or swelling in the arm, fever, chills, headaches and fatigue. When medically

appropriate, ibuprofen or acetaminophen may be taken for post-vaccination symptoms. However, these medications are not recommended for routine use.

Do not believe misinformation, rumors or myths. The vaccine will not alter your DNA, and there is no evidence to suggest that it will cause infertility in men or women.

What's wrong with not getting vaccinated and waiting to see what happens?

There is nothing wrong with taking time to make your decision about vaccination. **When you get the vaccine, you are doing your part to keep yourself, your loved ones and your community safe.** Just as it is important to wear a mask, wash hands and practice social distancing, it is also important to educate yourself about the vaccine and its benefits.

Do I have to pay for the vaccine?

The COVID-19 vaccine should be made available to you at no cost. While providers can charge an administrative fee for giving the shot, you cannot be denied a COVID-19 vaccine even if you are unable to pay the fee.

Where can I find more information?

We encourage you to refer to the [CDC's website](#), as well as the [Pennsylvania Department of Health](#). Both are great resources for anyone who is considering being vaccinated but has additional questions.

Visit mainlinehealth.org/vaccineinfo to learn more and access a full list of resources.

MyChart Tip Sheet

SETTING UP YOUR MYCHART ACCOUNT

Set up your MyChart account one of two ways:

1. With an activation code

- Locate the code on your After Visit Summary. If you no longer have your activation code, please contact the Main Line Health MyChart patient portal Help Desk at 484.580.1080 to have a new code generated.
- For your security, your activation code expires after 30 days and is no longer valid after the first time you use it.

2. Without an activation code

- Continue to Step 4 of the tip sheet.

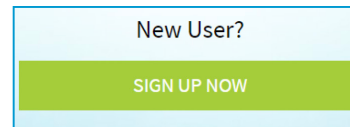


Visit my.mainlinehealth.org/MyChart to get started.



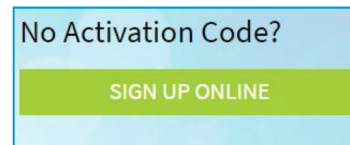
FOLLOW THESE STEPS

1. Go to my.mainlinehealth.org/MyChart
2. Click the button to **SIGN UP NOW** as a New User.

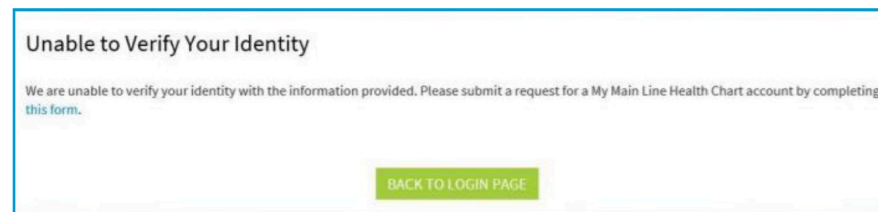


3. Enter your activation code, date of birth and zip code. Submit the form and set up your MyChart username and password. **If you do not have an activation code, continue to Step 4.**

4. Click to **SIGN UP ONLINE** with no activation code.



5. Complete the form to verify your identity. Main Line Health uses a credit agency to verify your identity. **No credit check occurs with this process.**
 - If you already have a Main Line Health account on file, you will be prompted to return to the Login page to retrieve your username and/or reset your password.
 - If we are unable to verify your account, click the blue link in the pop-up window to file a request for an account with our Health Information Management (HIM) department.



- If we are able to match your information, you will be prompted to answer six questions to further verify your identity.
- Once your identity is verified, you can create a username and password.

Registration starts with MyChart.



To register for the COVID-19 vaccine, you must sign-up for a MyChart account. See below for answers to frequently asked questions regarding the sign-up process.

✓ Why do I need MyChart to get the COVID-19 vaccine?

MyChart is the most efficient way for us to coordinate the vaccination process. A MyChart account will allow you to receive an invitation for vaccination, schedule a vaccination, fill out an eCheck-in before the appointment and access an after-visit summary.

A Main Line Health MyChart account also gives you direct access to your medical information from your personal computer or mobile device.

✓ What information is stored in MyChart?

MyChart reflects your medical record at Main Line Health, including demographics, ailments, medications, allergies, immunizations, clinical notes and diagnostic results. The amount of information in MyChart directly relates to the amount of care you've received at Main Line Health.

If the only clinical care you've had at Main Line Health is the COVID-19 vaccine, then the only available information is demographics and documentation of the COVID-19 vaccine.

✓ What information in my MyChart can Main Line Health see?

We are using MyChart only to facilitate vaccination scheduling. Only those health care workers who have a legitimate purpose related to your care may access information to perform their job. We have many safeguards in place to ensure that your account is not accessed by anyone other than yourself or a member of your care team.

✓ Who can access my MyChart account?

Access to your MyChart account is monitored by a sophisticated data analytics tool managed by the Main Line Health Compliance Office. This tool identifies potentially inappropriate access for all Epic users including but not limited to co-workers, family members, neighbors and persons of interest. For instance, the tool would identify a manager looking at his/her employee's chart.

We have a very strict policy regarding unauthorized access to medical information. Employees who inappropriately access patient information receive disciplinary action, up to and including termination.

✓ I tried to sign up for MyChart, but the authentication process went through Experian. Is this normal? Should I proceed?

Yes, it is normal. When you sign up for MyChart, Experian is used to authenticate you as a user and to make sure it is not someone else impersonating you. The authentication process includes a series of questions that only you could answer. This process does not provide any access to your personal information or credit history.